



2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

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Inventor(s) Patrick M. Cox et al.

Case No. 41698.1019

Serial No. 09/327,408

Examiner

T. Knowlin

Filing Date June 7, 1999

Group Art Unit 2642

Title Method and System for Personalized Directory Assistance Communications

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RESPONSE TO OFFICE COMMUNICATION

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231, on June 28, 2002.

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Signature

June 28, 2002
Date of Signature

**THE COMMISSIONER OF PATENTS AND TRADEMARKS
WASHINGTON, D.C. 20231**

Sir:

This is responsive to the Office Communication dated June 18, 2002 concerning the numbering of the pending claims in the above-identified patent application. In the Office Communication, the Examiner stated that the numbering of the original set of claims is incorrect, and, in particular, it contained claims 48, 47, 48, 49, 50

The undersigned had a phone discussion with the Examiner on June 28, 2002 regarding correction of the misnumbering. The Examiner understood that because

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of the previous amendments, the pending claims in the application started with claim 52 (original numbering). As agreed by the Examiner, the correct numbering is off by one relative to the original numbering, e.g., claim 52 (original numbering) should be claim 53 (correct numbering).

As suggested by the Examiner, all of the pending claims in the application are listed below with the correct numbering:

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53. A method of providing a directory assistance service, comprising:
maintaining a database including customer identifiers, a customer identifier being associated with a language identifier representing a language preferred by a customer identified by the customer identifier;
receiving a call from a calling customer;
obtaining a customer identifier associated with the call;
determining a language identifier associated with the obtained customer identifier;
connecting the call to a directory assistance provider capable of communicating in a language represented by the determined language identifier;
eliciting a request for information from the calling customer in the language represented by the determined language identifier; and
providing a directory assistance service in response to the request.

58. The method of claim 53, wherein the customer identifier associated with the call comprises a telephone number.

59. The method of claim 58, wherein the telephone number comprises an ANI.

60. The method of claim 58, wherein the customer identifiers in the database

comprise telephone numbers.

61. The method of claim 53, wherein the directory assistance service includes searching for a destination telephone number desired by the calling customer.
62. The method of claim 53, wherein the directory assistance provider comprises an operator.
63. The method of claim 53, further comprising obtaining language identifiers from a telephone service provider associated with customers.
64. The method of claim 53, further comprising associating a customer identifier in the database with a priority code.
65. The method of claim 64, wherein one or more call queues are provided.
66. The method of claim 65, further comprising placing a call from a customer having a customer identifier associated with a first priority code in a queue ahead of a call from a customer having a customer identifier associated with a second priority code.
67. The method of claim 65, further comprising placing a call from a first customer having a customer identifier associated with a first priority code in a first call queue and placing a call from a second customer having a customer identifier associated with a second priority code in a second call queue.
68. The method of claim 53, further comprising providing a greeting personalized

to a customer having a customer identifier.

69. The method of claim 53, further comprising providing a closing personalized to a customer having a customer identifier.

70. The method of claim 53, further comprising providing a menu of directory assistance options personalized to a customer having a customer identifier.

71. The method of claim 53, further comprising identifying a set of directory assistance options based on a customer identifier.

72. A system for providing directory assistance services, comprising:
a switch for receiving a call from a customer, a customer identifier associated with the customer being derived from signals in the call;
a server for determining a language identifier associated with the customer identifier, the language identifier representing a language; and
a router for routing the call to a directory assistance provider that provides directory assistance in the language represented by the language identifier.

73. The system of claim 72, wherein the customer identifier comprises a telephone number.

74. The system of claim 73, wherein the signals contain an ANI corresponding to the telephone number.

75. The system of claim 72, wherein the directory assistance comprises eliciting a

request for information from the customer.

76. The system of claim 72, wherein the directory assistance provider comprises an operator.

78. The system of claim 72, wherein the customer is associated with a telephone service provider, and wherein the language identifier is obtained from the telephone service provider.

79. The system of claim 72, wherein the customer identifier is further associated with a priority code.

80. The directory assistance system of claim 79, further comprising one or more queues.

81. The system of claim 80, wherein the call is placed in a call queue ahead of a call from another customer having a customer identifier associated with a second priority code.

82. The system of claim 80, wherein the call is placed in a selected one of the call queues based on the priority code.

83. The system of claim 72, further comprising a voice server providing a greeting personalized to the customer based on the customer identifier.

84. The system of claim 72, further comprising a voice server providing a closing

personalized to the customer based on the customer identifier.

85. The system of claim 72, further comprising a voice server providing a menu of directory assistance options personalized to the customer based on the customer identifier.

86. The system of ~~claim~~ 72, wherein the customer identifier is associated with a set of directory assistance options.

95. A method for use in a system for providing directory assistance services, comprising:

receiving a call from a customer;

deriving a customer identifier associated with the customer from signals in the call;

determining a language identifier associated with the customer identifier, the language identifier representing a language; and

routing the call to a directory assistance provider that provides directory assistance in the language represented by the language identifier.

96. The method of claim 95, wherein the customer identifier comprises a telephone number.

97. The method of claim 96, wherein the signals contain an ANI corresponding to the telephone number.

98. The method of claim 95, wherein the directory assistance comprises eliciting

a request for information from the customer.

99. The method of claim 95, wherein the directory assistance provider comprises an operator.

100. The method of claim 95, wherein the customer is associated with a telephone service provider, and wherein the language identifier is obtained from the telephone service provider.

101. The method of claim 95, wherein the customer identifier is further associated with a priority code.

102. The method of claim 101, wherein the call is placed in a call queue ahead of a call from another customer having a customer identifier associated with a second priority code.

103. The method of claim 101, further comprising a plurality of call queues, wherein the call is placed in a selected one of the call queues based on the priority code.

104. The method of claim 95, further comprising providing a greeting personalized to the customer based on the customer identifier.

105. The method of claim 95, further comprising providing a closing personalized to the customer based on the customer identifier.

106. The method of claim 95, further comprising providing a menu of directory

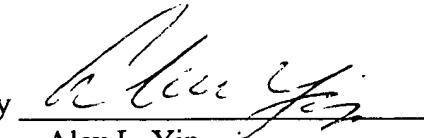
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assistance options personalized to the customer based on the customer identifier.

107. The method of claim 95, wherein the customer identifier is associated with a set of directory assistance options.

Respectfully,

Date: June 28, 2002

By 
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